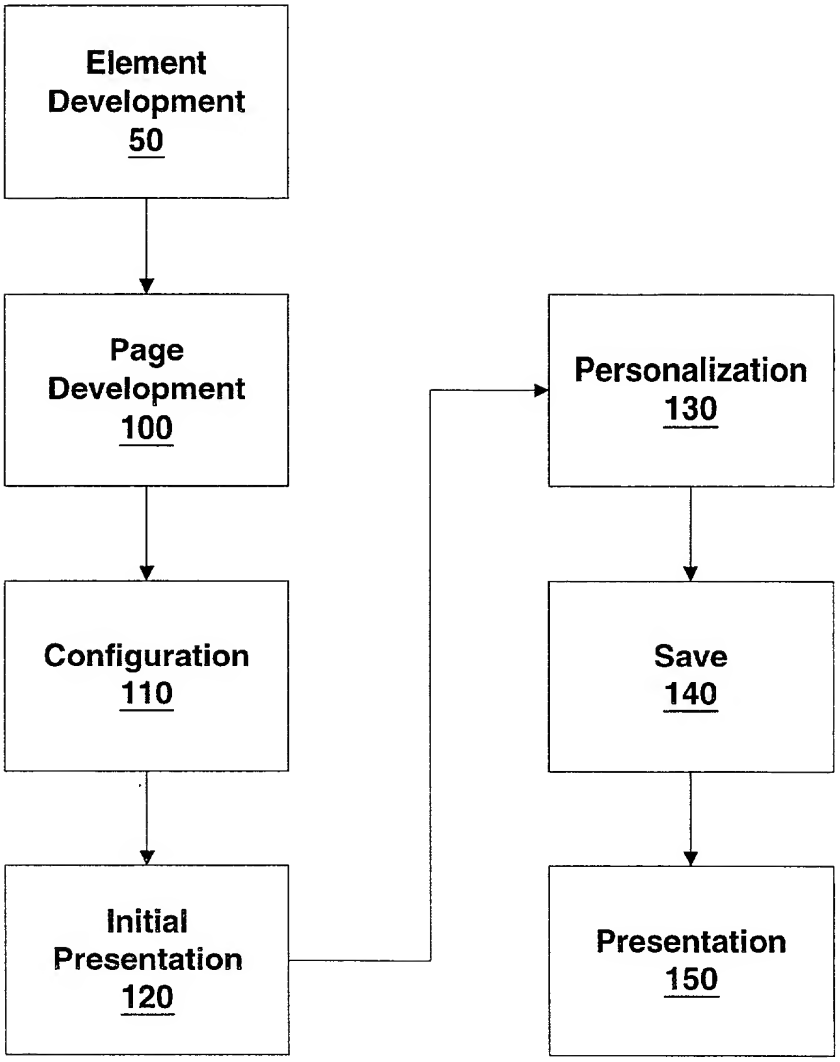

Element Development 50
Page Development 100
Configuration 110
Initial Presentation 120
Personalization 130
Save 140
Presentation 150

FIG. 1

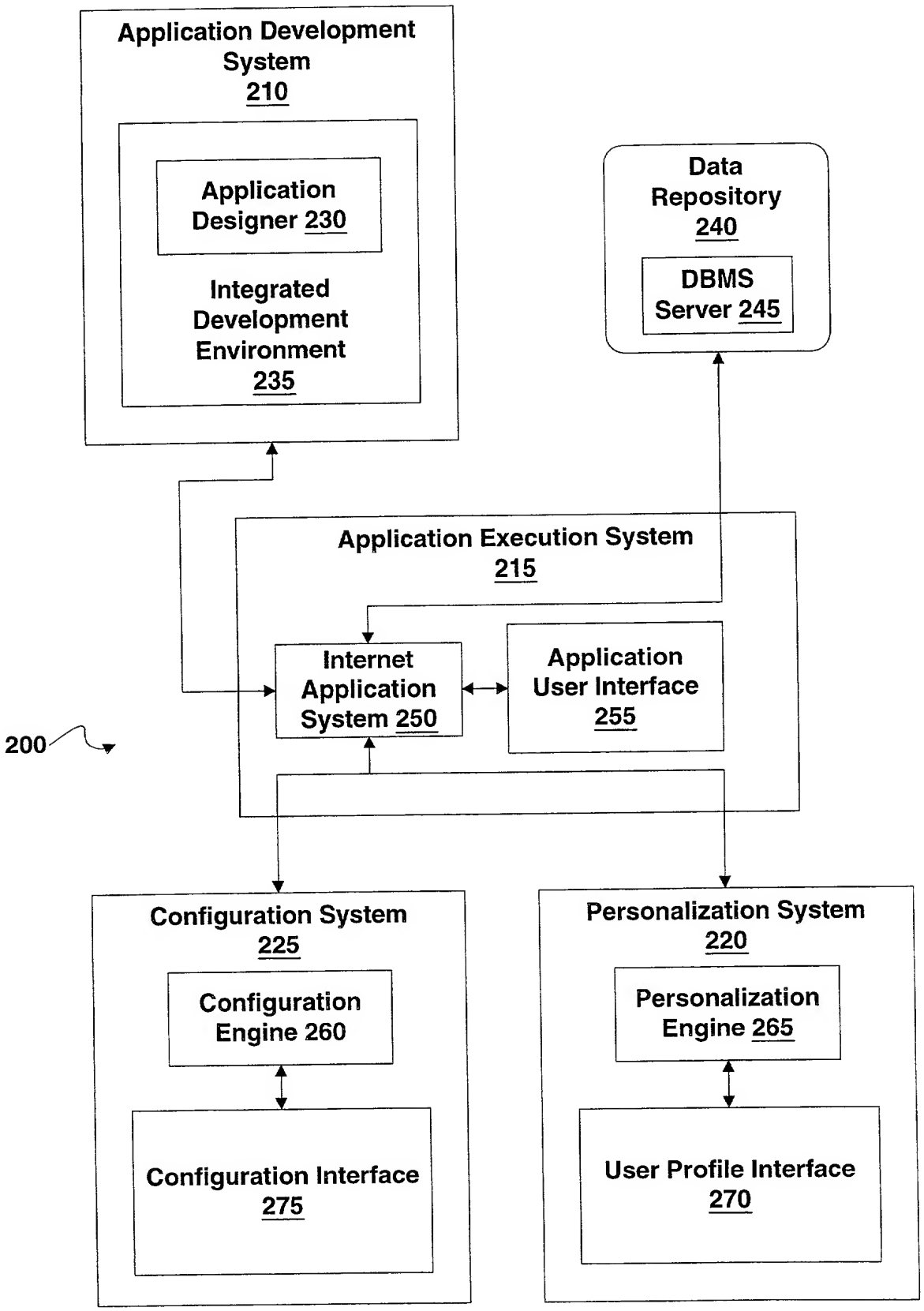

Application Development System 210
Application Designer 230
Integrated Development Environment 235
Data Repository 240
DBMS Server 245
Application Execution System 215
Internet Application System 250
Application User Interface 255
200
Configuration System 225
Configuration Engine 260
Configuration Interface 275
Personalization System 220
Personalization Engine 265
User Profile Interface 270

FIG. 2

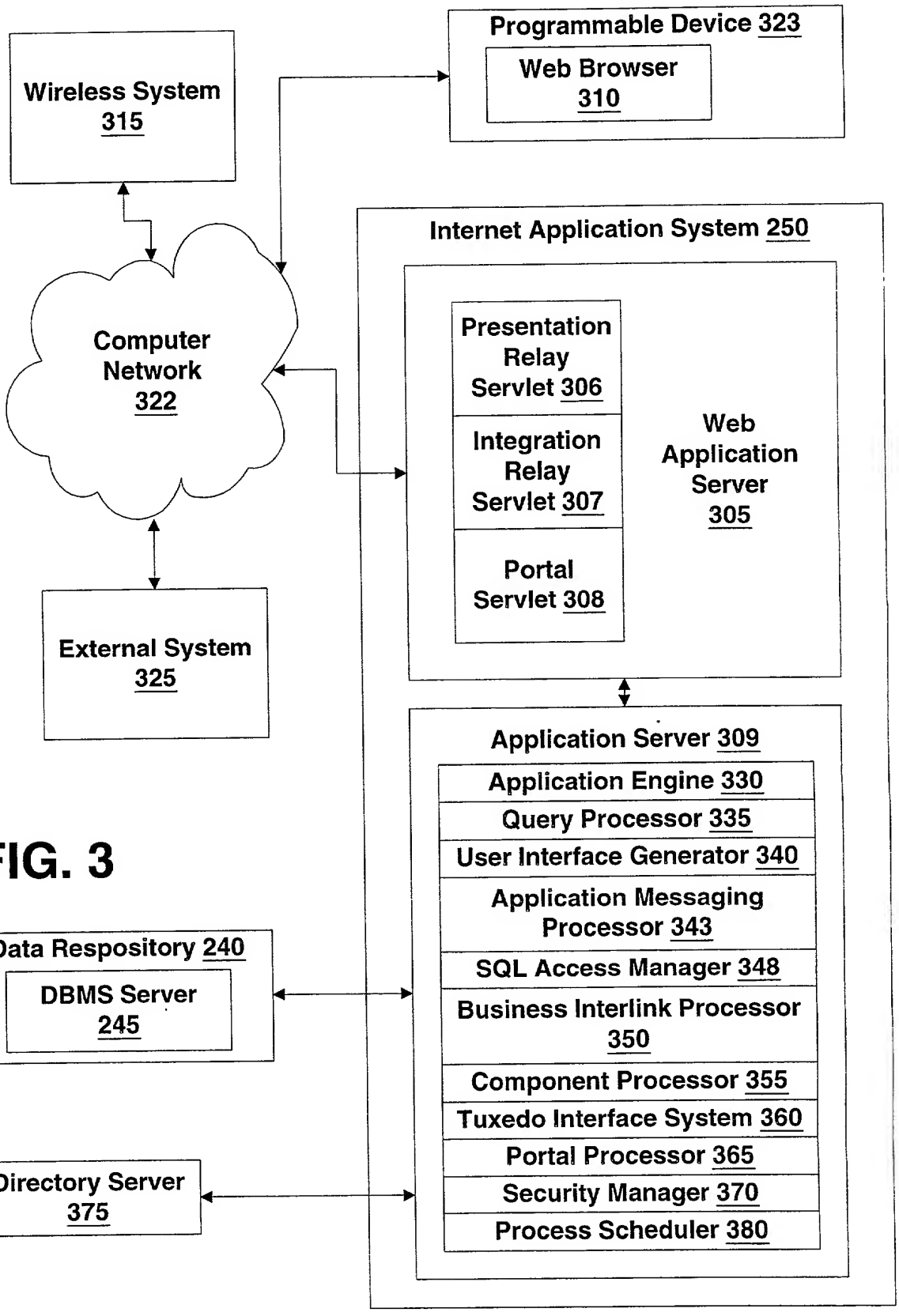

Programmable Device 323
Web Browser 310
Wireless System 315
Internet Application System 250
Computer Network 322
Presentation Relay Servlet 306
Integration Relay Servlet 307
Portal Servlet 308
Web Application Server 305
External System 325
Application Server 309
Application Engine 330
Query Processor 335
User Interface Generator 340
Application Messaging Processor 343
SQL Access Manager 348
Business Interlink Processor 350
Component Processor 355
Tuxedo Interface System 360
Portal Processor 365
Security Manager 370
Process Scheduler 380
Data Respository 240
DBMS Server 245
Directory Server 375

FIG. 3

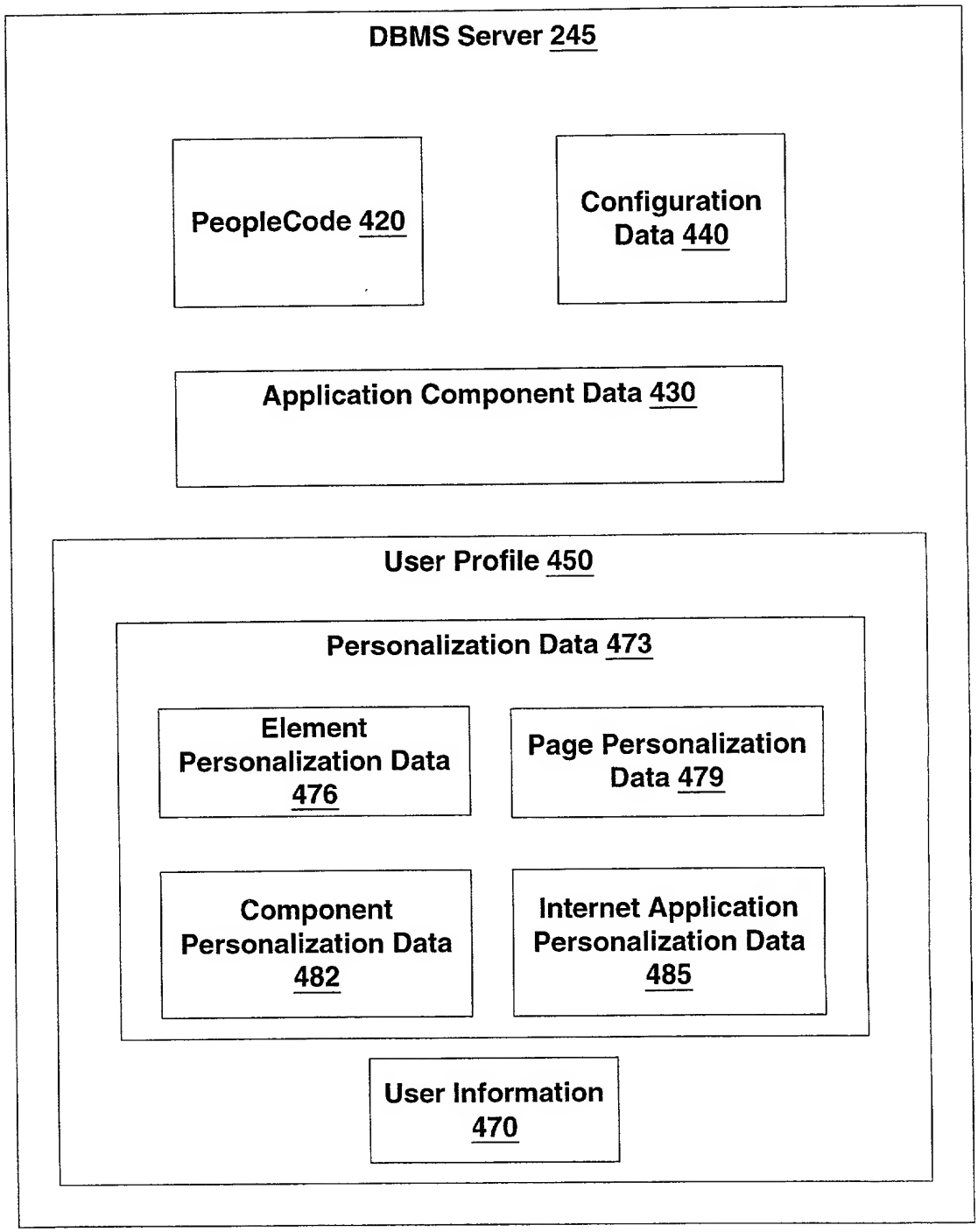

DBMS Server 245
PeopleCode 420
Configuration Data 440
Application Component Data 430
User Profile 450
Personalization Data 473
Element Personalization Data 476
Page Personalization Data 479
Component Personalization Data 482
Internet Application Personalization Data 485
User Information 470

FIG. 4

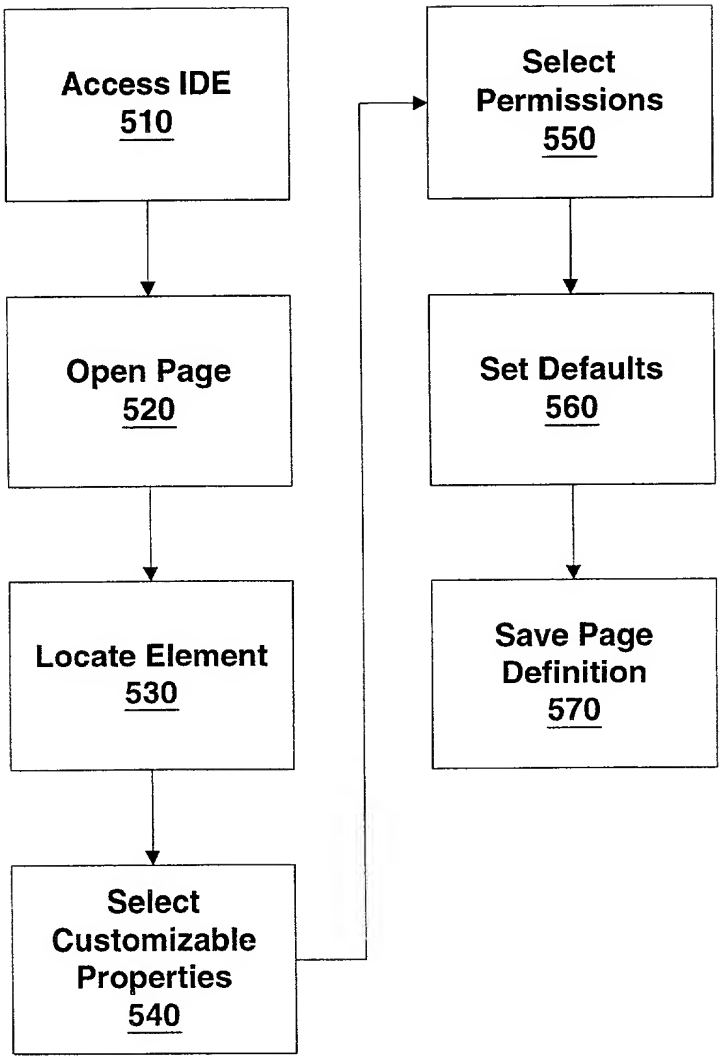

Access IDE
510
Open Page
520
Locate Element
530
Select
Customizable
Properties
540
Select
Permissions
550
Set Defaults
560
Save Page
Definition
570

FIG. 5

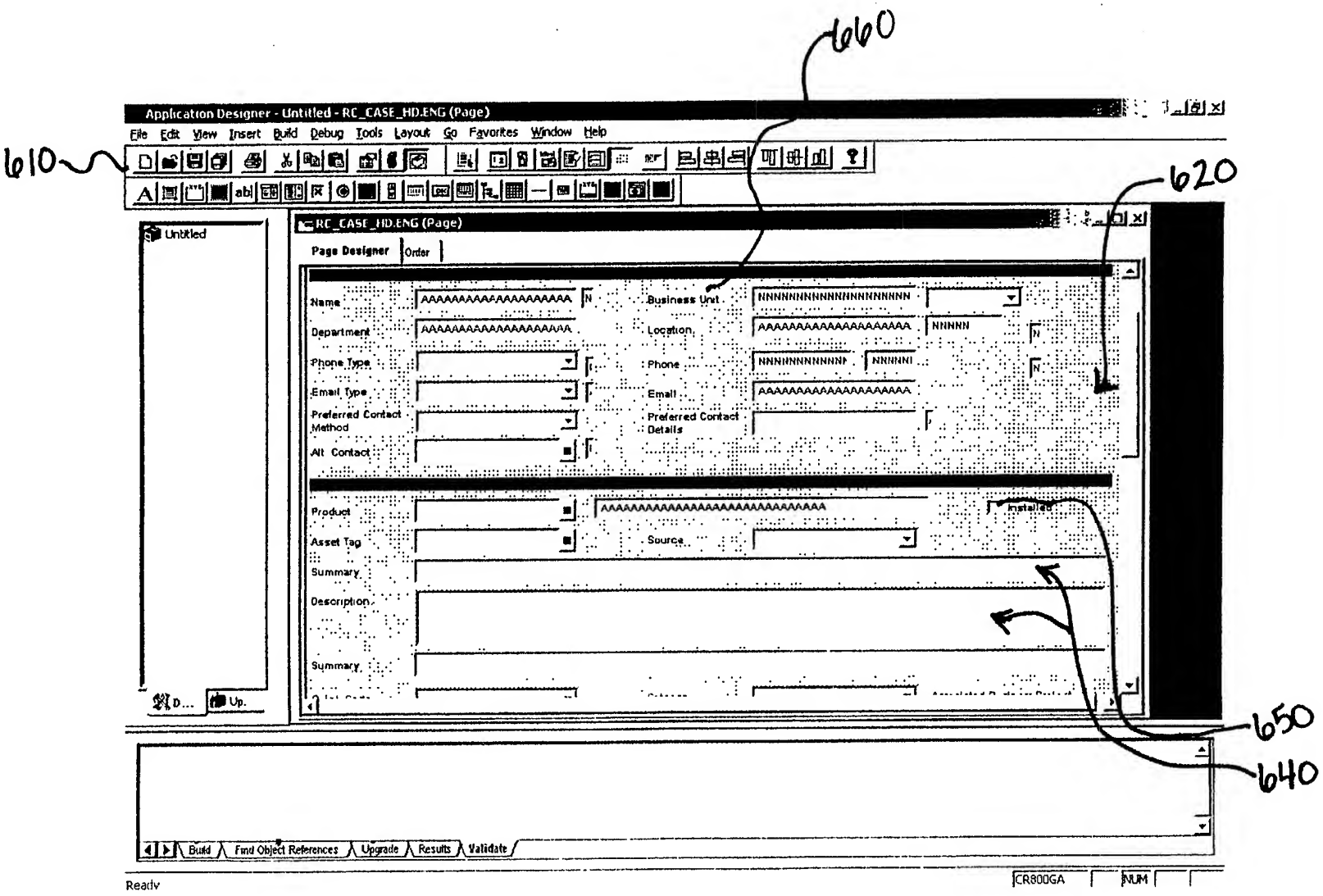

660
610
620
650
640
Application Designer - Untitled - RC_CASE_HD.ENG (Page)
File Edit View Insert Build Debug Tools Layout Go Favorites Window Help
Untitled
RC_CASE_HD.ENG (Page)
Page Designer
Order
Name
Business Unit
Department
Location
Phone Type
Phone
Email Type
Email
Preferred Contact Method
Preferred Contact Details
Alt Contact
Product
Installed
Asset Tag
Source
Summary
Description
Summary
Build
Find Object References
Upgrade
Results
Validate
Ready
CR800GA
NUM

Fig. 6

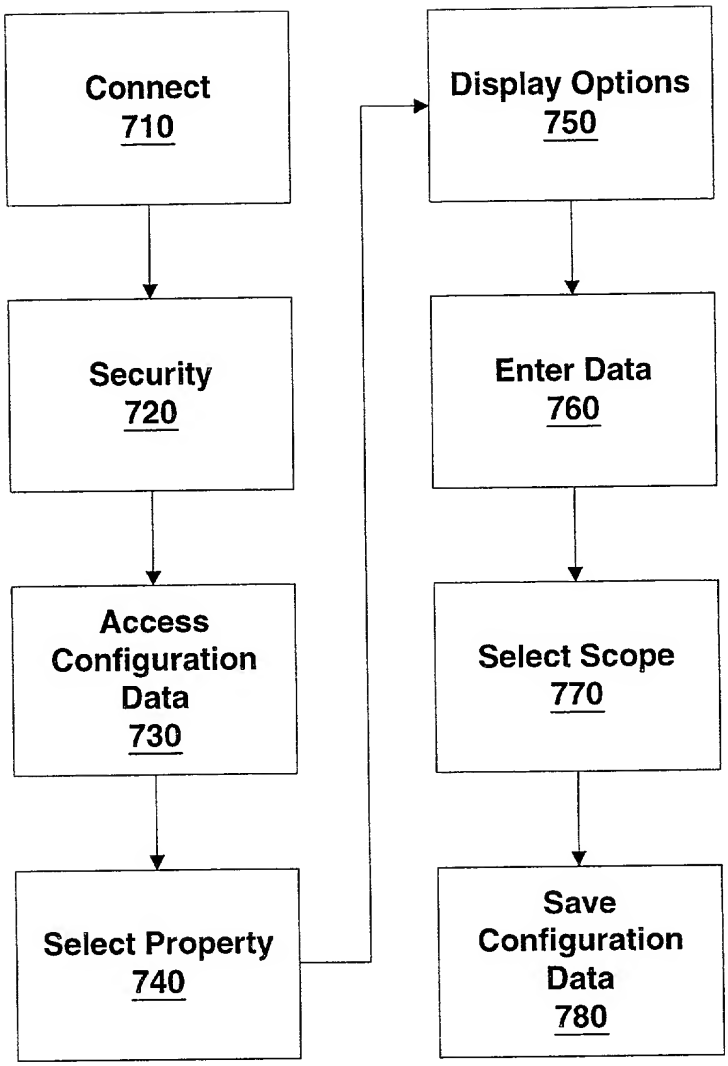

Connect
710
Security
720
Access Configuration Data
730
Select Property
740
Display Options
750
Enter Data
760
Select Scope
770
Save Configuration Data
780

FIG. 7

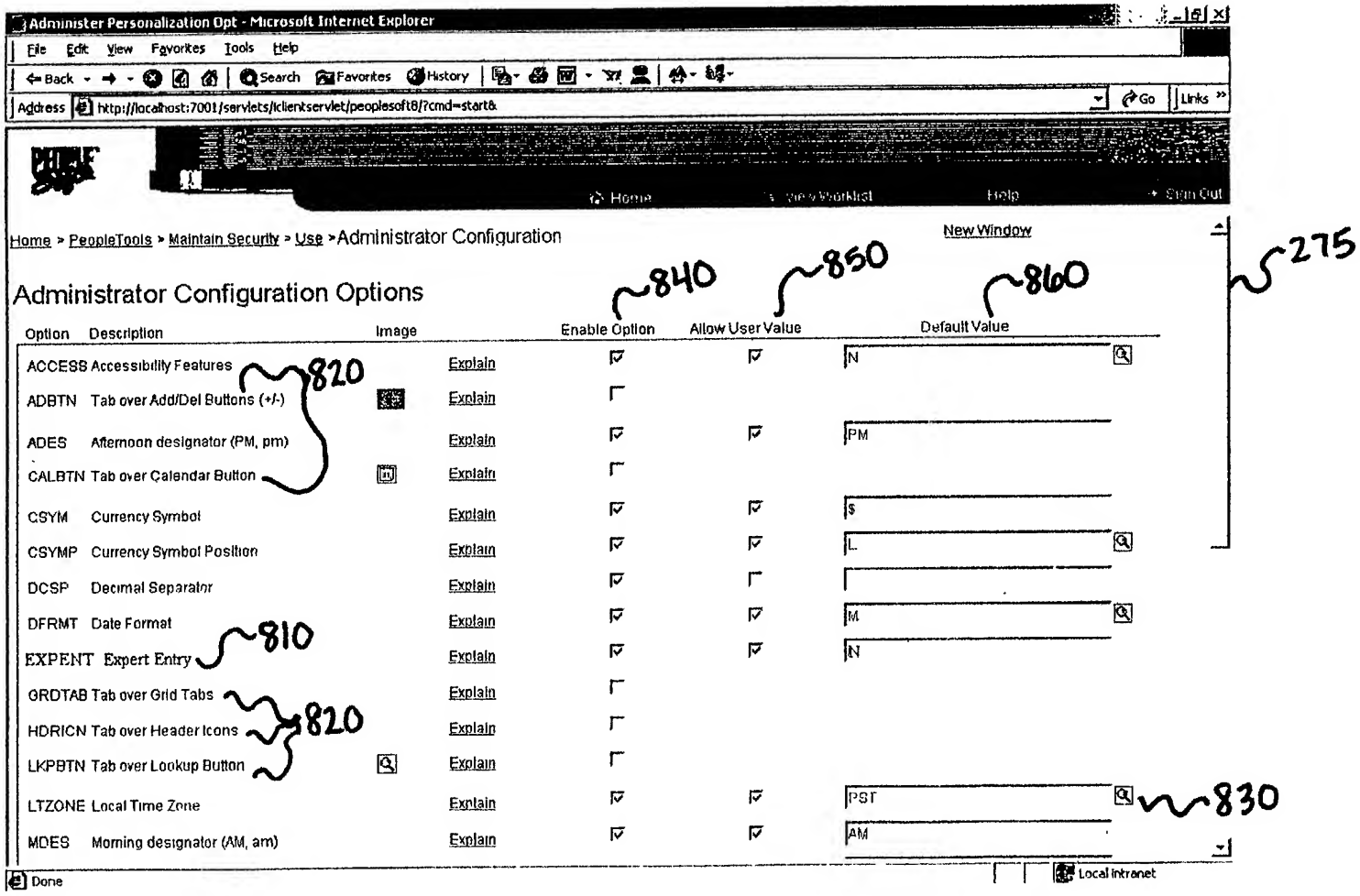

Administer Personalization Opt - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://localhost:7001/servlets/iclientservlet/peoplesoft8/?cmd=start&
Go Links
Home Worklist Help Sign Out
Home > PeopleTools > Maintain Security > Use > Administrator Configuration
New Window
Administrator Configuration Options
840
850
860
275
Option Description Image Enable Option Allow User Value Default Value
ACCESS Accessibility Features Explain N
ADBTN Tab over Add/Del Buttons (+/-) Explain
ADES Afternoon designator (PM, pm) Explain PM
CALBTN Tab over Calendar Button Explain
CSYM Currency Symbol Explain $
CSYMP Currency Symbol Position Explain L
DCSP Decimal Separator Explain
DFRMT Date Format Explain M
EXPENT Expert Entry Explain N
GRDTAB Tab over Grid Tabs Explain
HDRICN Tab over Header Icons Explain
LKPBTN Tab over Lookup Button Explain
LTZONE Local Time Zone Explain PST
MDES Morning designator (AM, am) Explain AM
810
820
820
830
Done
Local intranet

FIG. 8

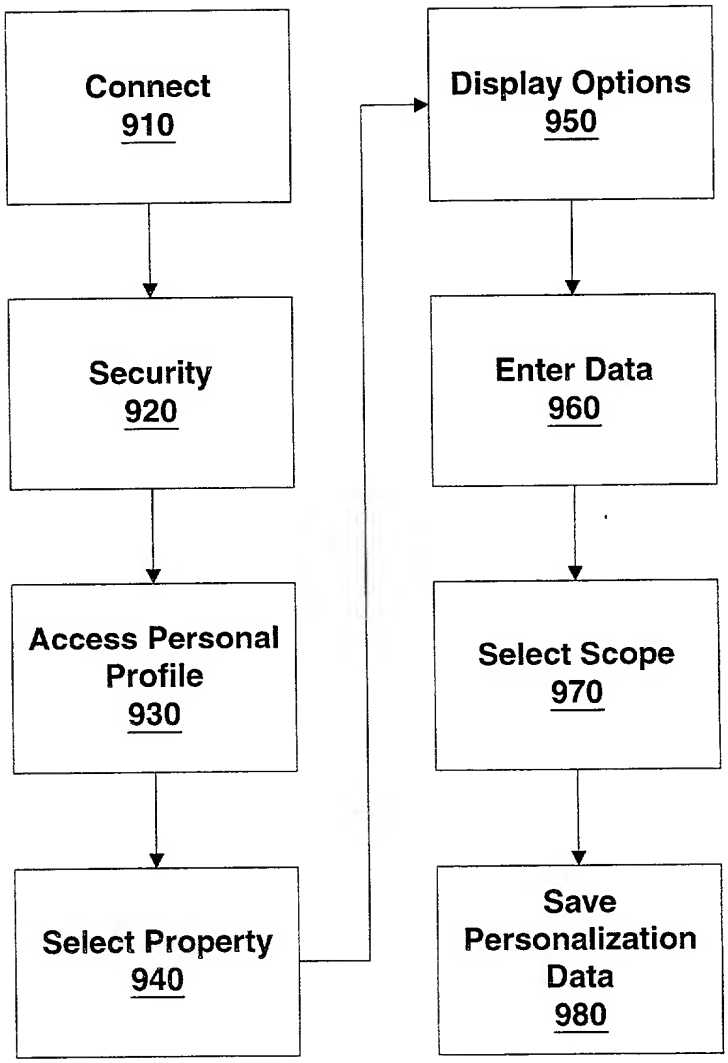

Connect
910
Security
920
Access Personal Profile
930
Select Property
940
Display Options
950
Enter Data
960
Select Scope
970
Save Personalization Data
980

FIG. 9

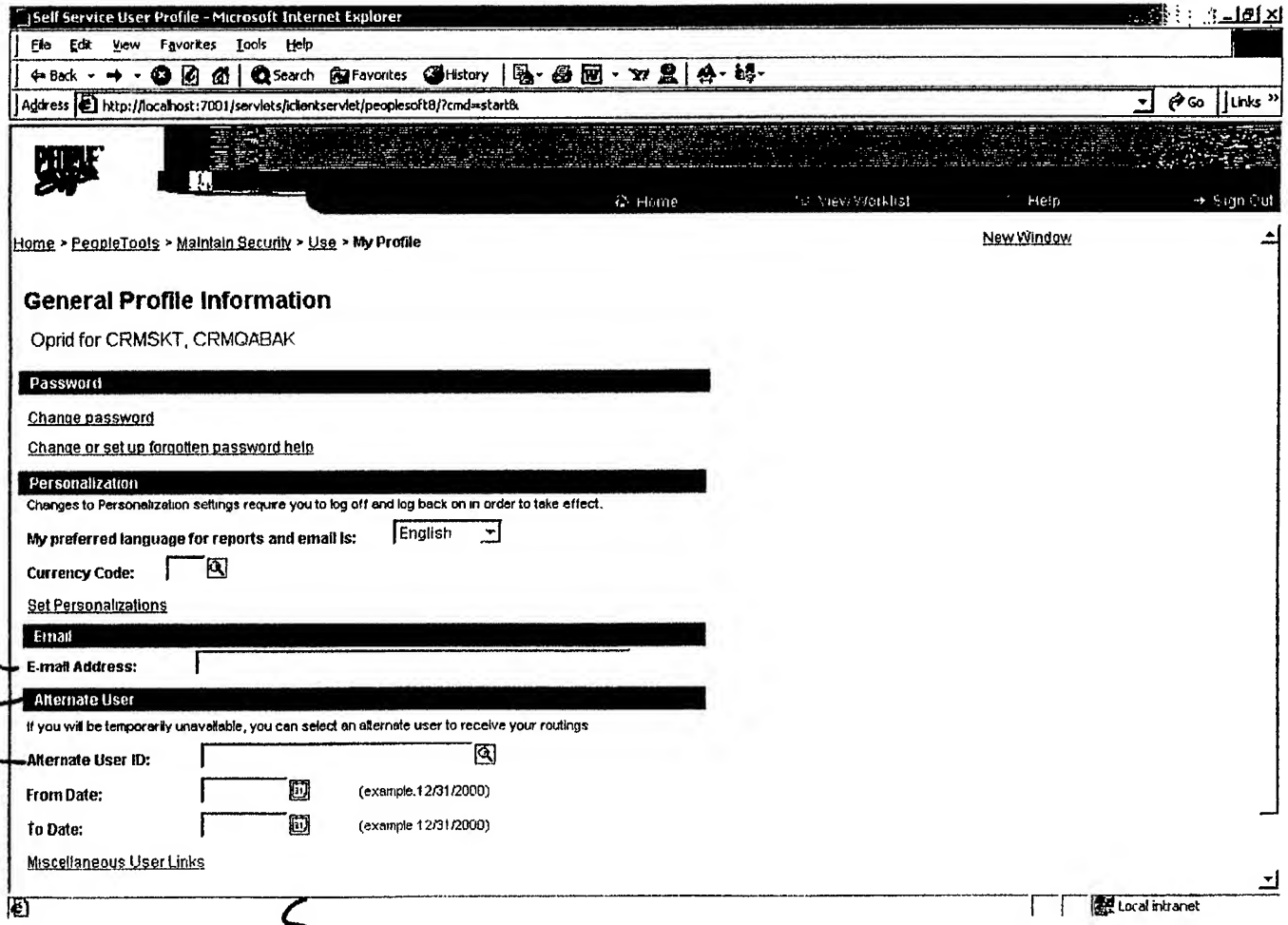

Self Service User Profile - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://localhost:7001/servlets/iclientservlet/peoplesoft8/?cmd=start&
Go Links
Home
View Worklist
Help
Sign Out
Home > PeopleTools > Maintain Security > Use > My Profile
New Window
General Profile Information
Oprid for CRMSKT, CRMQABAK
Password
Change password
Change or set up forgotten password help
Personalization
Changes to Personalization settings require you to log off and log back on in order to take effect.
My preferred language for reports and email is:
English
Currency Code:
Set Personalizations
Email
E-mail Address:
Alternate User
If you will be temporarily unavailable, you can select an alternate user to receive your routings
Alternate User ID:
From Date:
(example 12/31/2000)
To Date:
(example 12/31/2000)
Miscellaneous User Links
Local intranet
1005
1010
1020
270

Fig. 10A

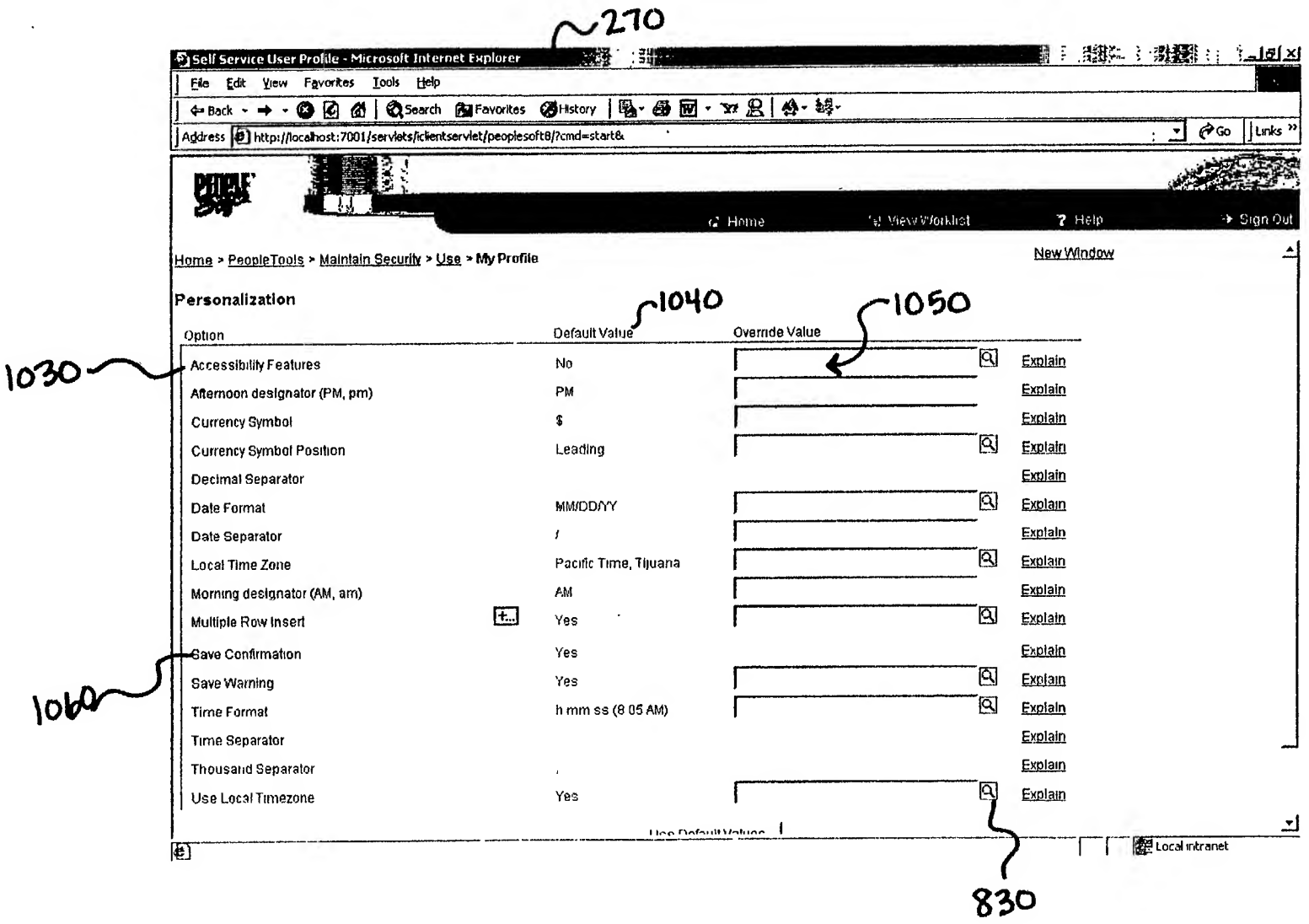

270
Self Service User Profile - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://localhost:7001/servlets/iclientservlet/peoplesoft8/?cmd=start&
Go Links
Home
View Worklist
Help
Sign Out
Home > PeopleTools > Maintain Security > Use > My Profile
New Window
Personalization
1040
1050
Option
Default Value
Override Value
1030
Accessibility Features
No
Explain
Afternoon designator (PM, pm)
PM
Explain
Currency Symbol
$
Explain
Currency Symbol Position
Leading
Explain
Decimal Separator
Explain
Date Format
MM/DD/YY
Explain
Date Separator
/
Explain
Local Time Zone
Pacific Time, Tijuana
Explain
Morning designator (AM, am)
AM
Explain
Multiple Row Insert
Yes
Explain
1060
Save Confirmation
Yes
Explain
Save Warning
Yes
Explain
Time Format
h mm ss (8 05 AM)
Explain
Time Separator
Explain
Thousand Separator
,
Explain
Use Local Timezone
Yes
Explain
Use Default Values
Local intranet
830

FIG. 10B

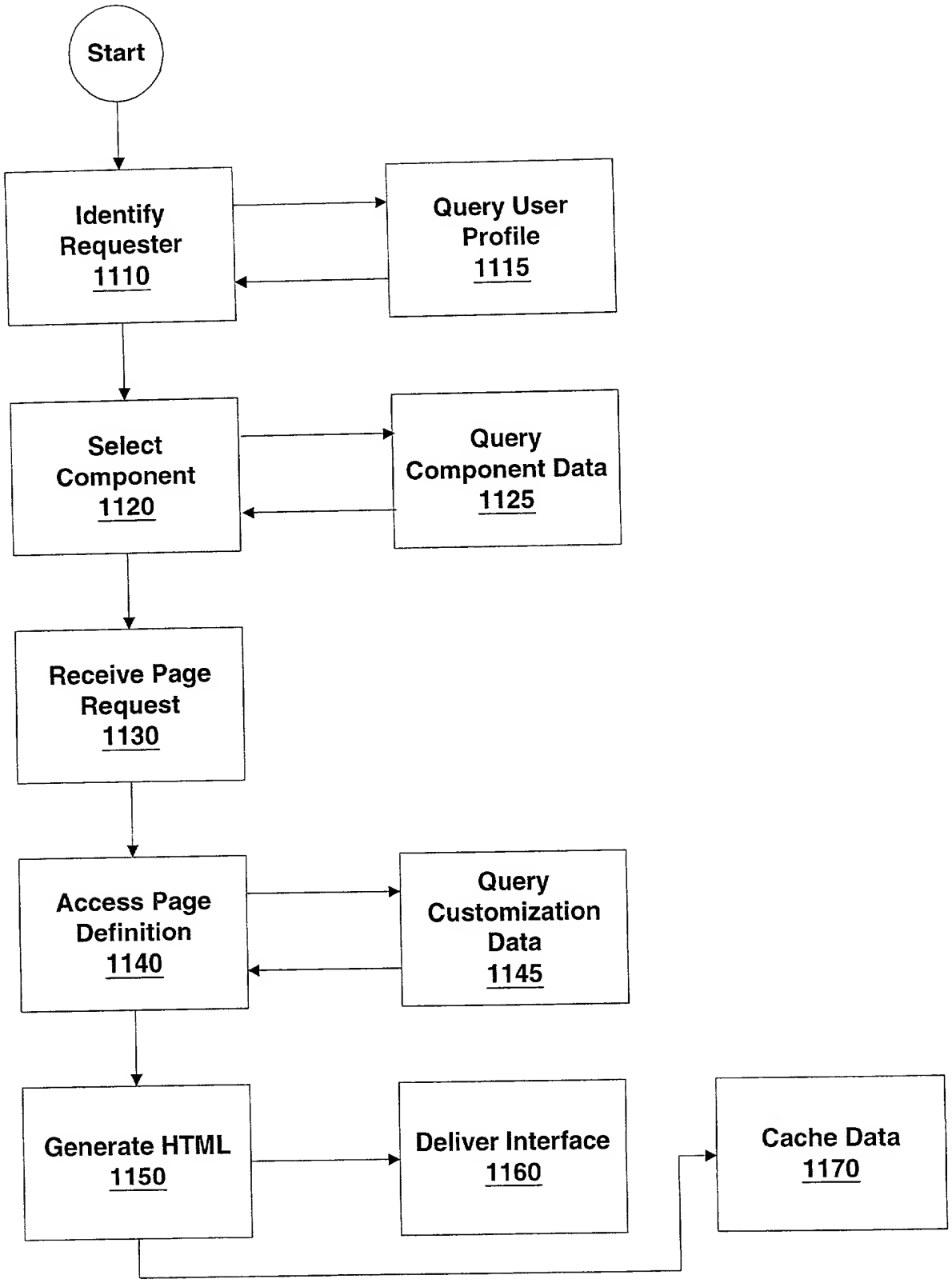

Start
Identify Requester 1110
Query User Profile 1115
Select Component 1120
Query Component Data 1125
Receive Page Request 1130
Access Page Definition 1140
Query Customization Data 1145
Generate HTML 1150
Deliver Interface 1160
Cache Data 1170

FIG. 11

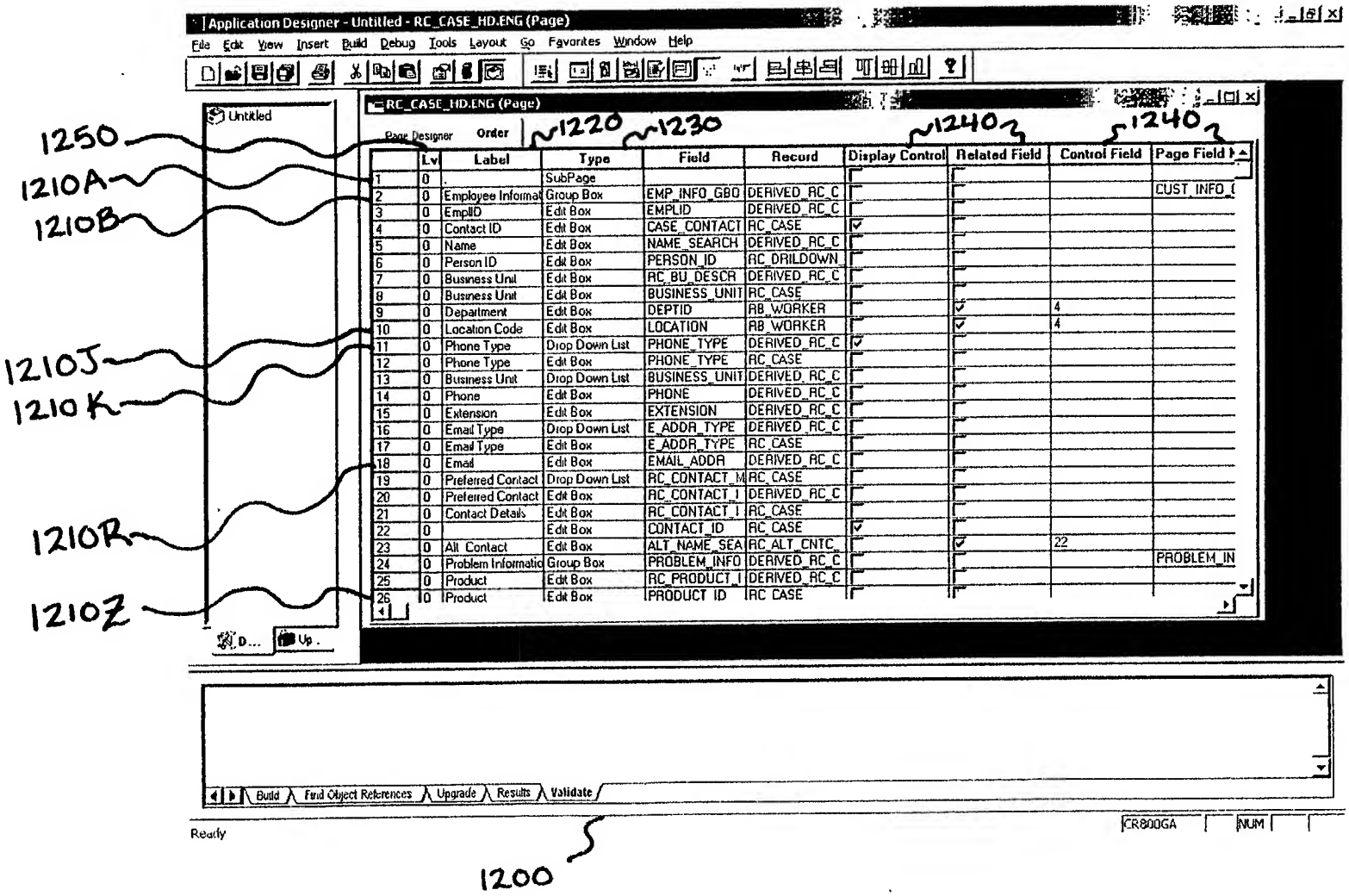

Application Designer - Untitled - RC_CASE_HD.ENG (Page)
File Edit View Insert Build Debug Tools Layout Go Favorites Window Help
Untitled
RC_CASE_HD.ENG (Page)
Page Designer
Order
1250
1210A
1210B
1210J
1210K
1210R
1210Z
1220
1230
1240
1240
Lv
Label
Type
Field
Record
Display Control
Related Field
Control Field
Page Field
1 0 SubPage
2 0 Employee Informat Group Box EMP_INFO_GBO DERIVED_RC_C CUST_INFO_(
3 0 EmplID Edit Box EMPLID DERIVED_RC_C
4 0 Contact ID Edit Box CASE_CONTACT RC_CASE
5 0 Name Edit Box NAME_SEARCH DERIVED_RC_C
6 0 Person ID Edit Box PERSON_ID RC_DRILDOWN
7 0 Business Unit Edit Box RC_BU_DESCR DERIVED_RC_C
8 0 Business Unit Edit Box BUSINESS_UNIT RC_CASE
9 0 Department Edit Box DEPTID AB_WORKER 4
10 0 Location Code Edit Box LOCATION AB_WORKER 4
11 0 Phone Type Drop Down List PHONE_TYPE DERIVED_RC_C
12 0 Phone Type Edit Box PHONE_TYPE RC_CASE
13 0 Business Unit Drop Down List BUSINESS_UNIT DERIVED_RC_C
14 0 Phone Edit Box PHONE DERIVED_RC_C
15 0 Extension Edit Box EXTENSION DERIVED_RC_C
16 0 Email Type Drop Down List E_ADDR_TYPE DERIVED_RC_C
17 0 Email Type Edit Box E_ADDR_TYPE RC_CASE
18 0 Email Edit Box EMAIL_ADDR DERIVED_RC_C
19 0 Preferred Contact Drop Down List RC_CONTACT_M RC_CASE
20 0 Preferred Contact Edit Box RC_CONTACT_I DERIVED_RC_C
21 0 Contact Details Edit Box RC_CONTACT_I RC_CASE
22 0 Edit Box CONTACT_ID RC_CASE
23 0 Alt Contact Edit Box ALT_NAME_SEA RC_ALT_CNTC 22
24 0 Problem Informatio Group Box PROBLEM_INFO DERIVED_RC_C PROBLEM_IN
25 0 Product Edit Box RC_PRODUCT_I DERIVED_RC_C
26 0 Product Edit Box PRODUCT_ID RC_CASE
Build
Find Object References
Upgrade
Results
Validate
Ready
CR800GA
NUM
1200

FIG. 12

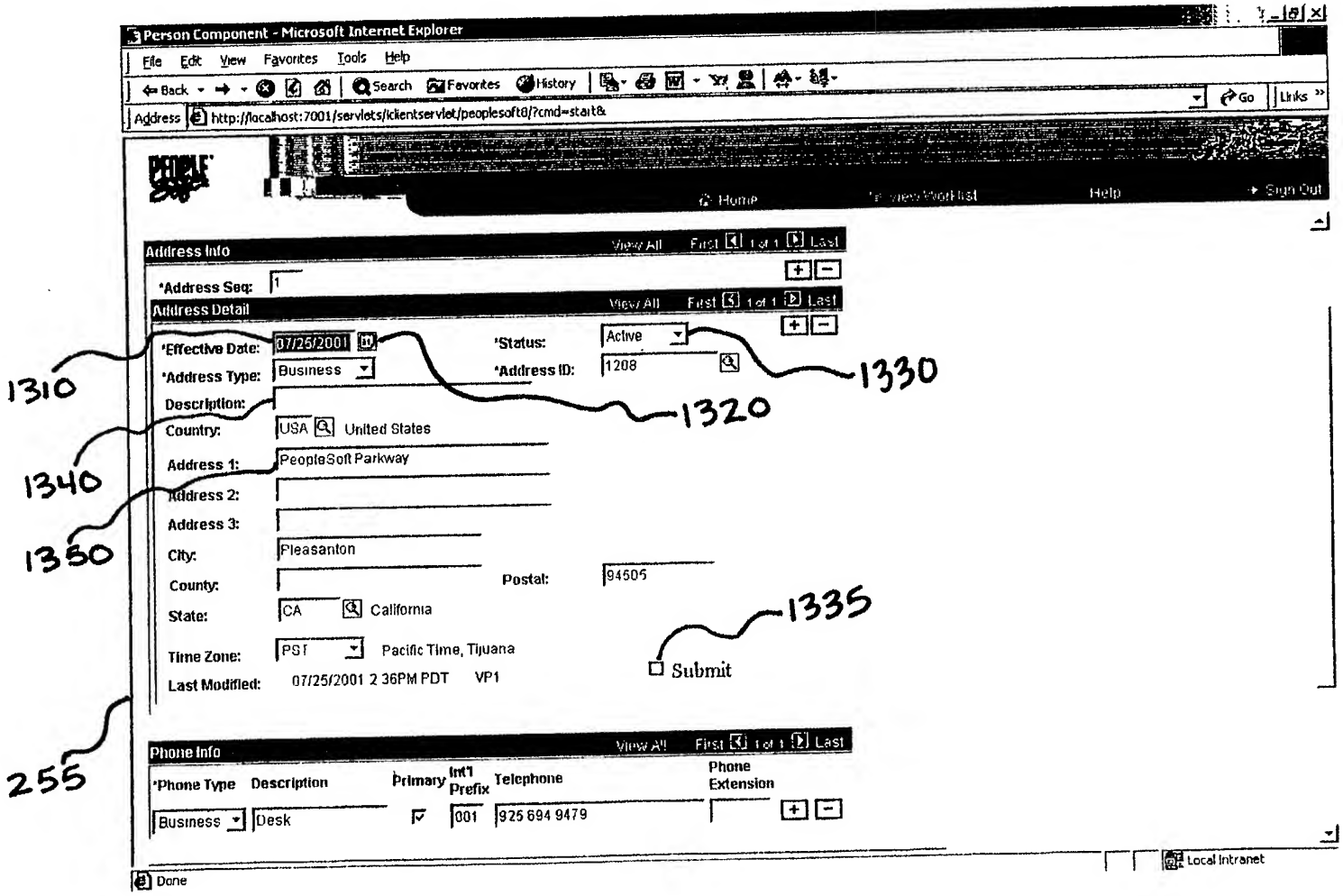

Person Component - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://localhost:7001/servlets/iclientservlet/peoplesoft8/?cmd=start&
Home
Help
Sign Out
Address Info
View All First 1 of 1 Last
*Address Seq: 1
Address Detail
View All First 1 of 1 Last
*Effective Date: 07/25/2001
*Status: Active
*Address Type: Business
*Address ID: 1208
Description:
Country: USA United States
Address 1: PeopleSoft Parkway
Address 2:
Address 3:
City: Pleasanton
County:
Postal: 94505
State: CA California
Time Zone: PST Pacific Time, Tijuana
Last Modified: 07/25/2001 2 36PM PDT VP1
Submit
Phone Info
View All First 1 of 1 Last
*Phone Type
Description
Primary
Int'l Prefix
Telephone
Phone Extension
Business
Desk
001
925 694 9479
Local Intranet
Done
1310
1320
1330
1340
1350
1335
255

FIG. 13A

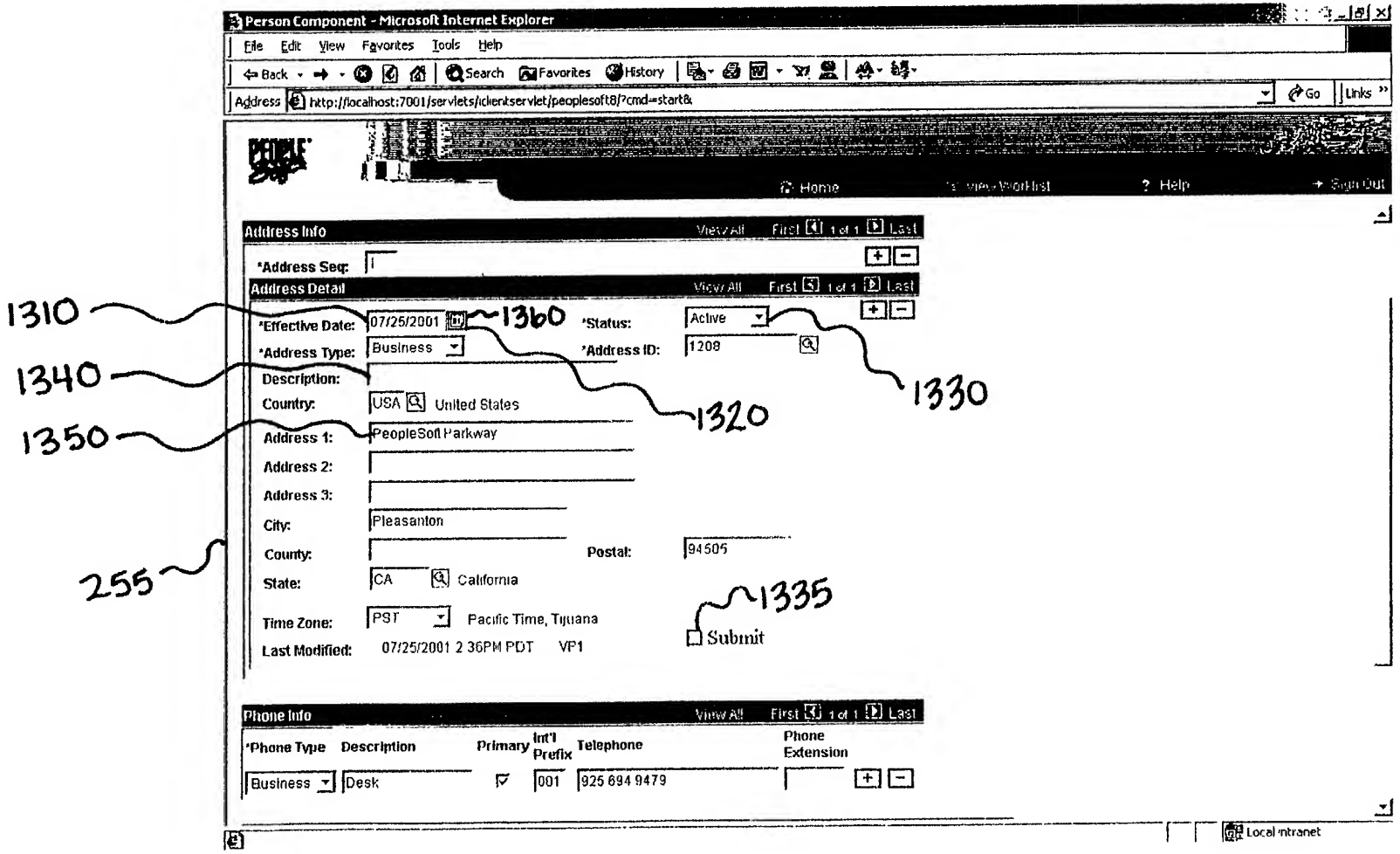

Person Component - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://localhost:7001/servlets/iclientservlet/peoplesoft8/?cmd=start&
Go Links
Home
Help
Sign Out
Address Info
View All First 1 of 1 Last
*Address Seq: 1
Address Detail
View All First 1 of 1 Last
*Effective Date: 07/25/2001
*Status: Active
*Address Type: Business
*Address ID: 1208
Description:
Country: USA United States
Address 1: PeopleSoft Parkway
Address 2:
Address 3:
City: Pleasanton
County:
Postal: 94505
State: CA California
Time Zone: PST Pacific Time, Tijuana
Last Modified: 07/25/2001 2 36PM PDT VP1
Submit
Phone Info
View All First 1 of 1 Last
*Phone Type
Description
Primary
Int'l Prefix
Telephone
Phone Extension
Business
Desk
001
925 694 9479
Local intranet
1310
1360
1320
1330
1340
1350
255
1335

Fig. 13B

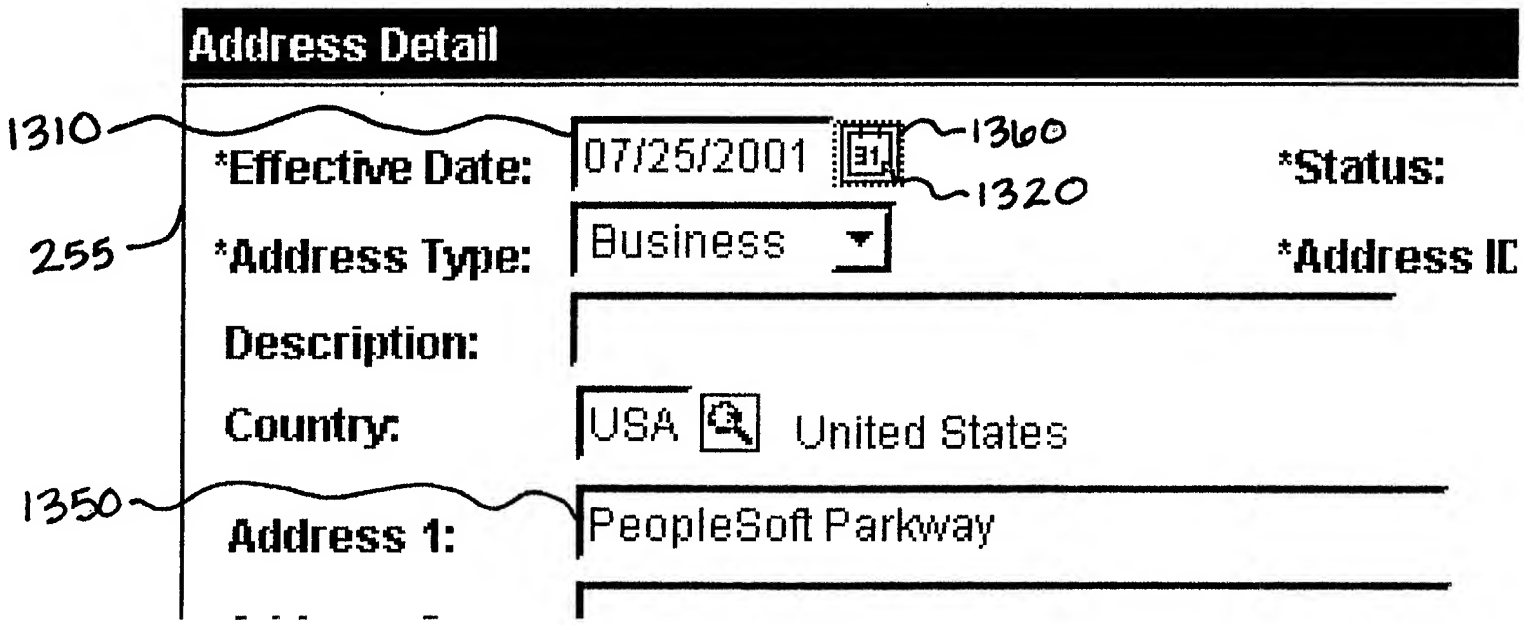

Address Detail
1310
*Effective Date:
07/25/2001
1360
1320
*Status:
255
*Address Type:
Business
*Address IC
Description:
Country:
USA
United States
1350
Address 1:
PeopleSoft Parkway

FIG. 13C

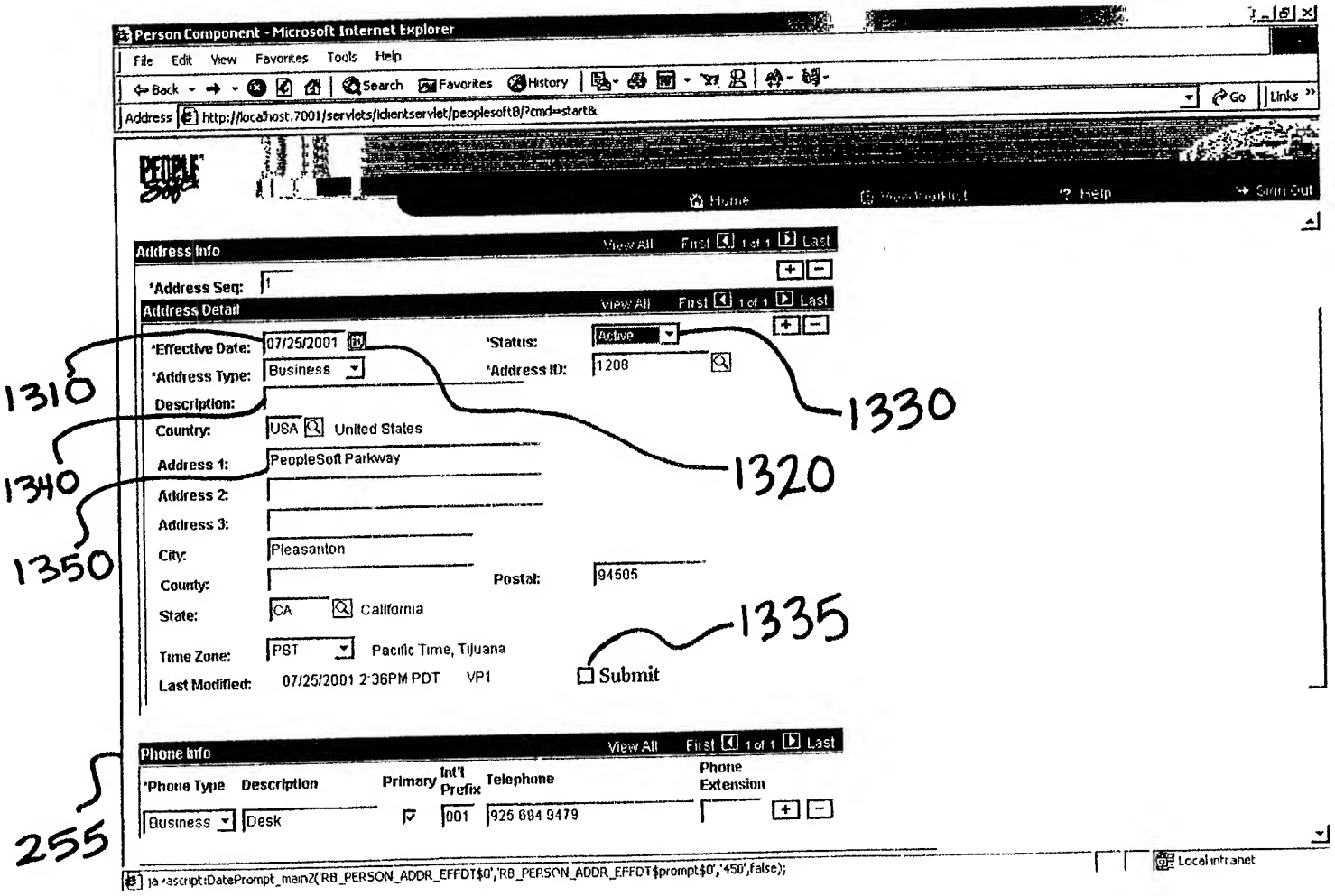
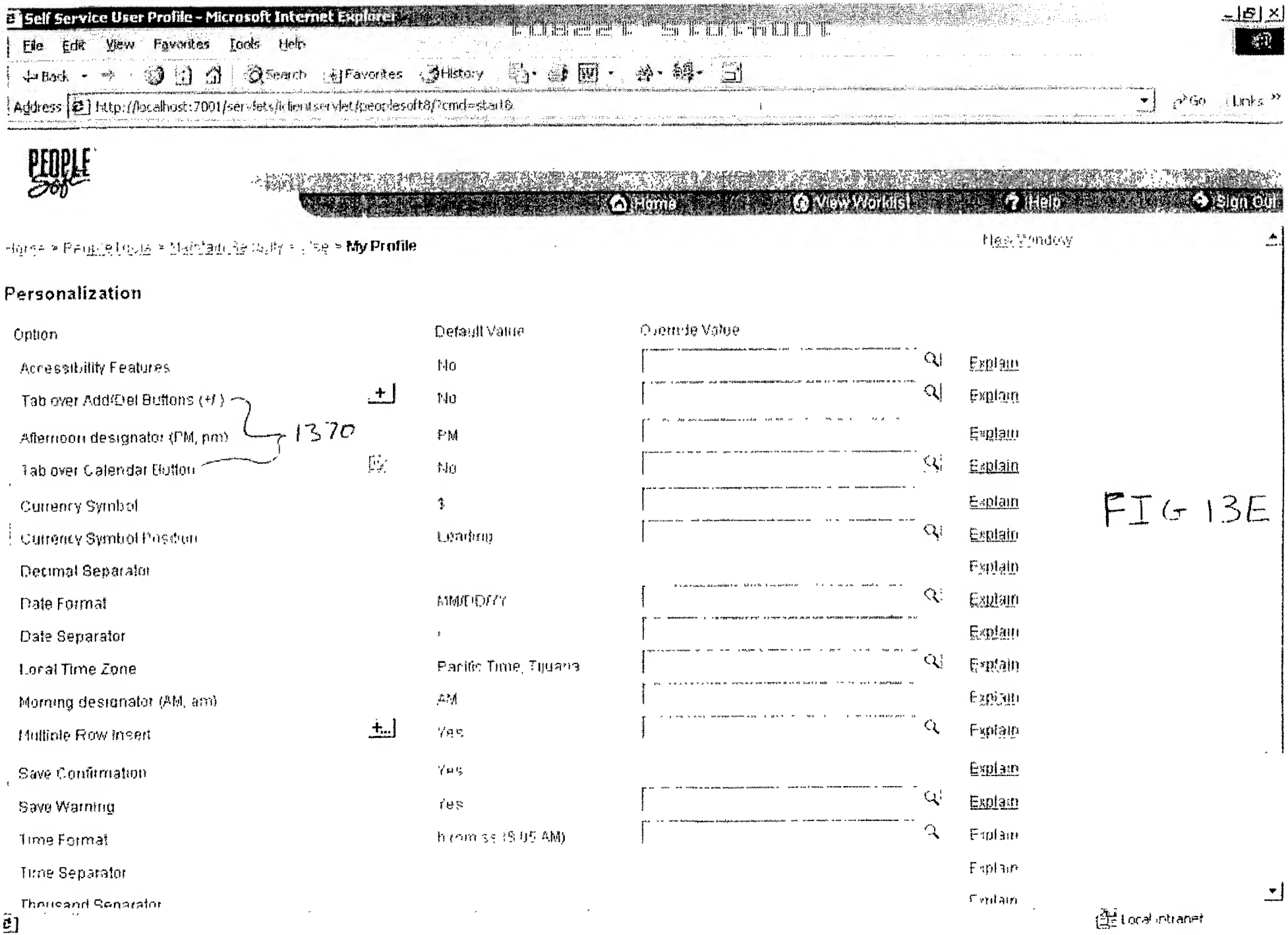

Person Component - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://localhost:7001/servlets/iclientservlet/peoplesoftB/?cmd=start&
Home Help Sign Out
Address Info
View All First 1 of 1 Last
*Address Seq: 1
Address Detail
View All First 1 of 1 Last
*Effective Date: 07/25/2001
*Status: Active
*Address Type: Business
*Address ID: 1208
Description:
Country: USA United States
Address 1: PeopleSoft Parkway
Address 2:
Address 3:
City: Pleasanton
County:
Postal: 94505
State: CA California
Time Zone: PST Pacific Time, Tijuana
Last Modified: 07/25/2001 2:36PM PDT VP1
Submit
Phone Info
View All First 1 of 1 Last
*Phone Type Description Primary Int'l Prefix Telephone Phone Extension
Business Desk 001 925 694 9479
Local intranet
1310
1320
1330
1335
1340
1350
255

Fig. 13D


Self Service User Profile - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://localhost:7001/servlets/iclientservlet/peoplesoft8/?cmd=start&
Go Links
PEOPLE Soft
Home
View Worklist
Help
Sign Out
My Profile
Personalization
Option
Default Value
Override Value
Accessibility Features
No
Explain
Tab over Add/Del Buttons (+/-)
No
Explain
Afternoon designator (PM, pm)
PM
Explain
Tab over Calendar Button
No
Explain
Currency Symbol
$
Explain
Currency Symbol Position
Leading
Explain
Decimal Separator
Explain
Date Format
MM/DD/YY
Explain
Date Separator
/
Explain
Local Time Zone
Pacific Time, Tijuana
Explain
Morning designator (AM, am)
AM
Explain
Multiple Row Insert
Yes
Explain
Save Confirmation
Yes
Explain
Save Warning
Yes
Explain
Time Format
h:mm:ss (8:05 AM)
Explain
Time Separator
Explain
Thousand Separator
Explain
1370
FIG 13E
Local intranet

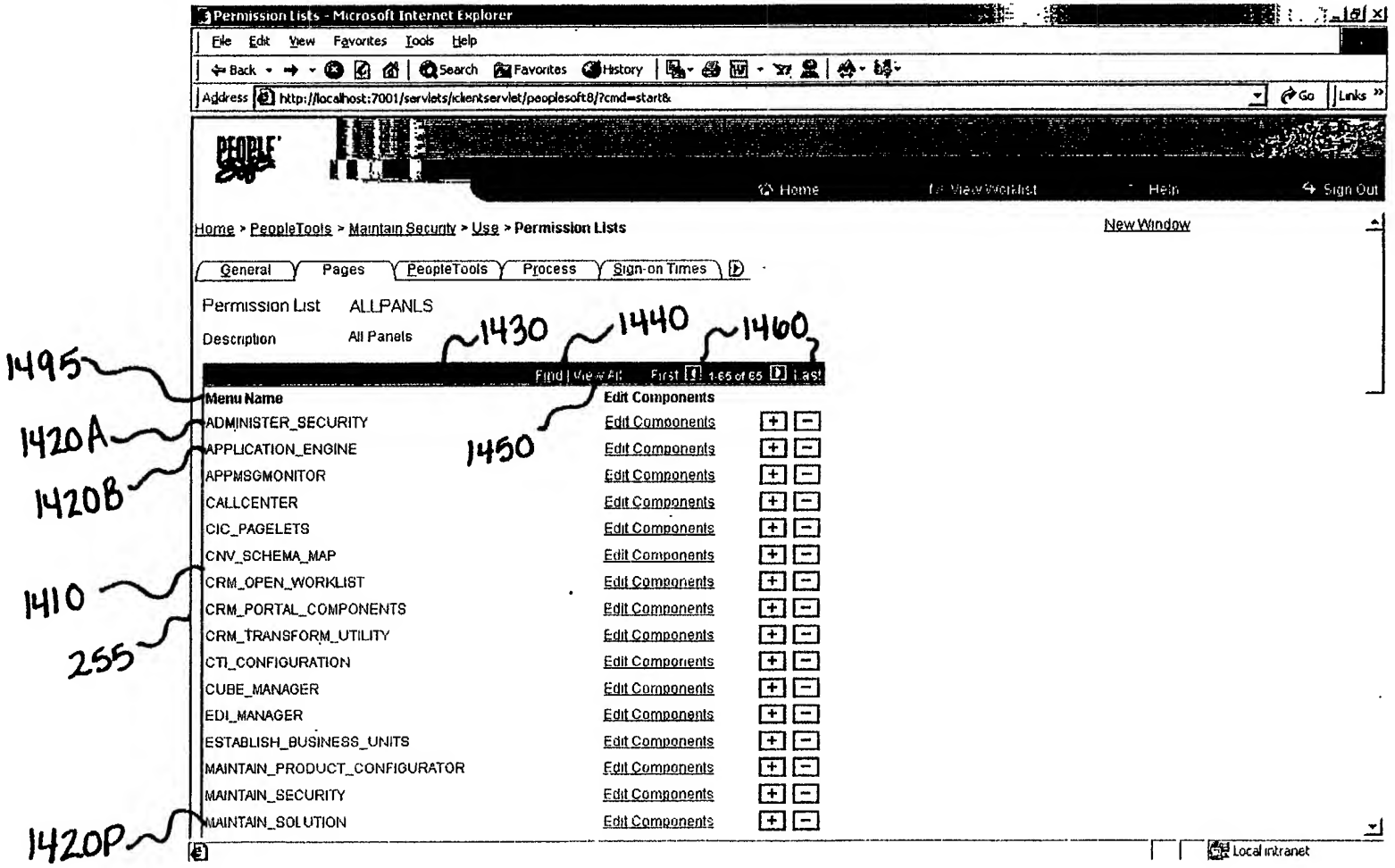

Permission Lists - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://localhost:7001/servlets/iclientservlet/peoplesoft8/?cmd=start&
Go Links
Home Help Sign Out
Home > PeopleTools > Maintain Security > Use > Permission Lists
New Window
General Pages PeopleTools Process Sign-on Times
Permission List ALLPANLS
Description All Panels
1430
1440
1460
1495
1420A
1420B
1410
255
1420P
1450
Find | View All First 1-65 of 65 Last
Menu Name
Edit Components
ADMINISTER_SECURITY Edit Components
APPLICATION_ENGINE Edit Components
APPMSGMONITOR Edit Components
CALLCENTER Edit Components
CIC_PAGELETS Edit Components
CNV_SCHEMA_MAP Edit Components
CRM_OPEN_WORKLIST Edit Components
CRM_PORTAL_COMPONENTS Edit Components
CRM_TRANSFORM_UTILITY Edit Components
CTI_CONFIGURATION Edit Components
CUBE_MANAGER Edit Components
EDI_MANAGER Edit Components
ESTABLISH_BUSINESS_UNITS Edit Components
MAINTAIN_PRODUCT_CONFIGURATOR Edit Components
MAINTAIN_SECURITY Edit Components
MAINTAIN_SOLUTION Edit Components
Local intranet

FIG. 14A

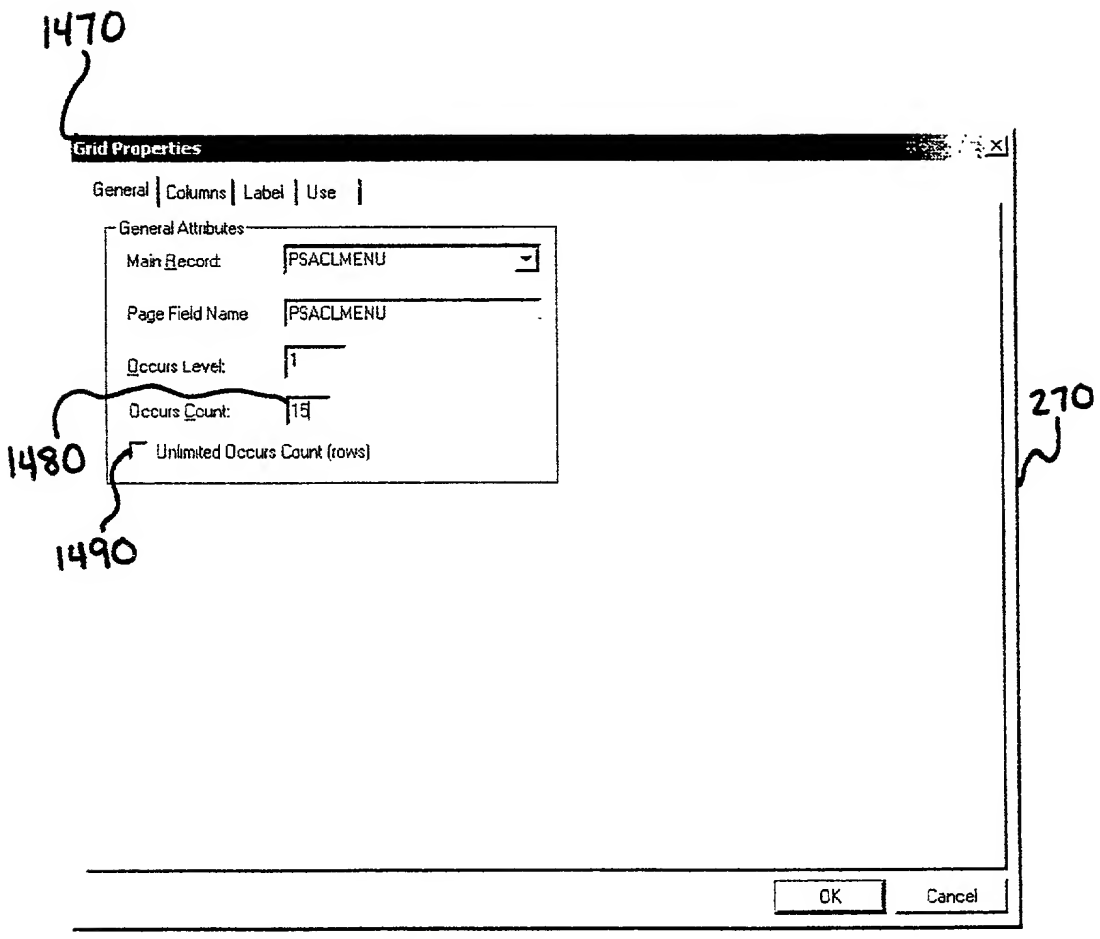

1470
Grid Properties
General
Columns
Label
Use
General Attributes
Main Record:
PSACLMENU
Page Field Name
PSACLMENU
Occurs Level:
1
Occurs Count:
15
Unlimited Occurs Count (rows)
1480
1490
270
OK
Cancel

FIG. 14B

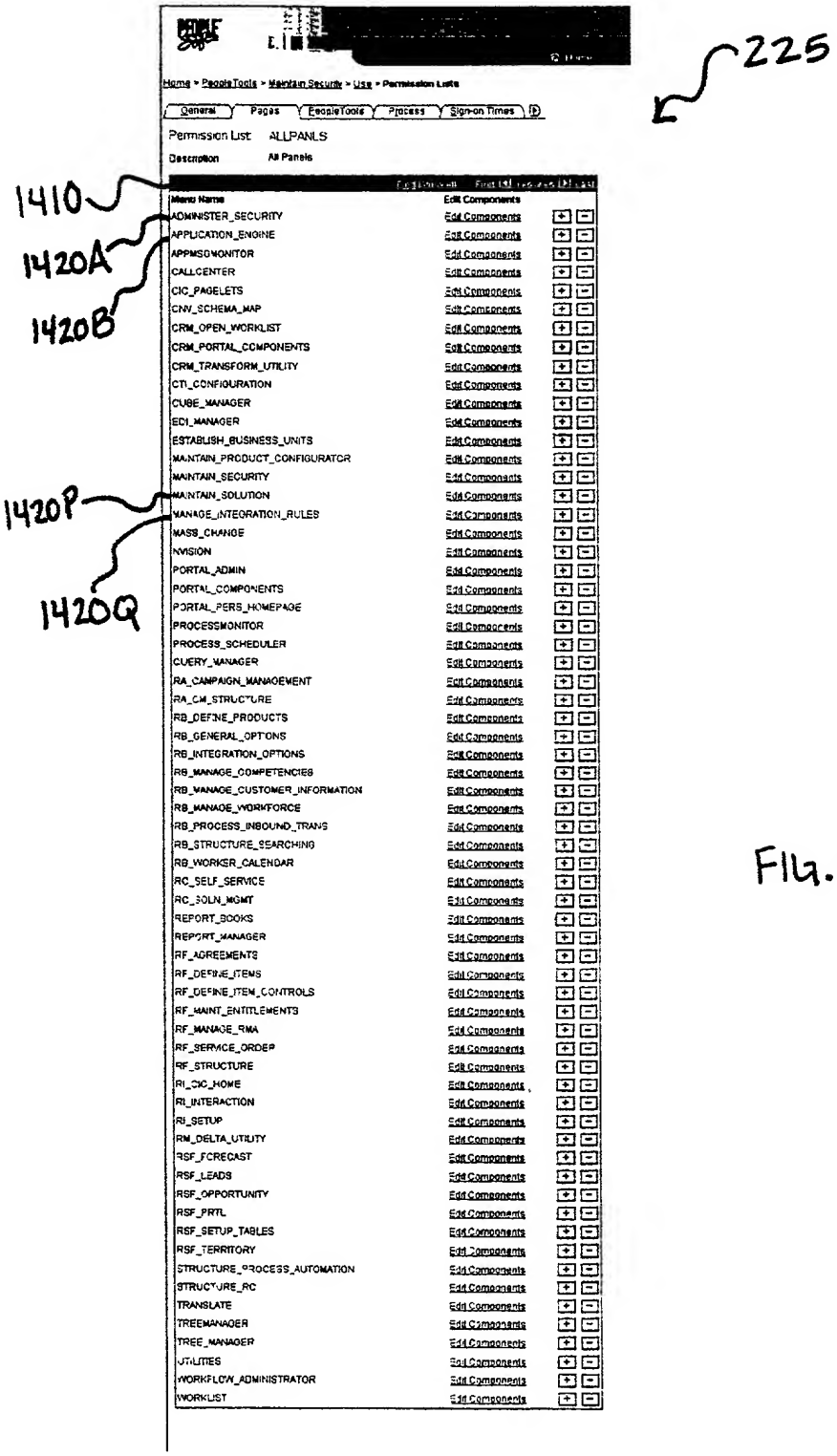

225
Home > PeopleTools > Maintain Security > Use > Permission Lists
General
Pages
PeopleTools
Process
Sign-on Times
Permission List ALLPANLS
Description All Panels
1410
1420A
1420B
1420P
1420Q
Menu Name
Edit Components
ADMINISTER_SECURITY
APPLICATION_ENGINE
APPMSGMONITOR
CALLCENTER
CIC_PAGELETS
CNV_SCHEMA_MAP
CRM_OPEN_WORKLIST
CRM_PORTAL_COMPONENTS
CRM_TRANSFORM_UTILITY
CTI_CONFIGURATION
CUBE_MANAGER
EDI_MANAGER
ESTABLISH_BUSINESS_UNITS
MAINTAIN_PRODUCT_CONFIGURATOR
MAINTAIN_SECURITY
MAINTAIN_SOLUTION
MANAGE_INTEGRATION_RULES
MASS_CHANGE
NVISION
PORTAL_ADMIN
PORTAL_COMPONENTS
PORTAL_PERS_HOMEPAGE
PROCESSMONITOR
PROCESS_SCHEDULER
QUERY_MANAGER
RA_CAMPAIGN_MANAGEMENT
RA_CM_STRUCTURE
RB_DEFINE_PRODUCTS
RB_GENERAL_OPTIONS
RB_INTEGRATION_OPTIONS
RB_MANAGE_COMPETENCIES
RB_MANAGE_CUSTOMER_INFORMATION
RB_MANAGE_WORKFORCE
RB_PROCESS_INBOUND_TRANS
RB_STRUCTURE_SEARCHING
RB_WORKER_CALENDAR
RC_SELF_SERVICE
RC_SOLN_MGMT
REPORT_BOOKS
REPORT_MANAGER
RF_AGREEMENTS
RF_DEFINE_ITEMS
RF_DEFINE_ITEM_CONTROLS
RF_MAINT_ENTITLEMENTS
RF_MANAGE_RMA
RF_SERVICE_ORDER
RF_STRUCTURE
RI_CIC_HOME
RI_INTERACTION
RI_SETUP
RM_DELTA_UTILITY
RSF_FORECAST
RSF_LEADS
RSF_OPPORTUNITY
RSF_PRTL
RSF_SETUP_TABLES
RSF_TERRITORY
STRUCTURE_PROCESS_AUTOMATION
STRUCTURE_RC
TRANSLATE
TREEMANAGER
TREE_MANAGER
UTILITIES
WORKFLOW_ADMINISTRATOR
WORKLIST
Edit Components

Fig. 14C

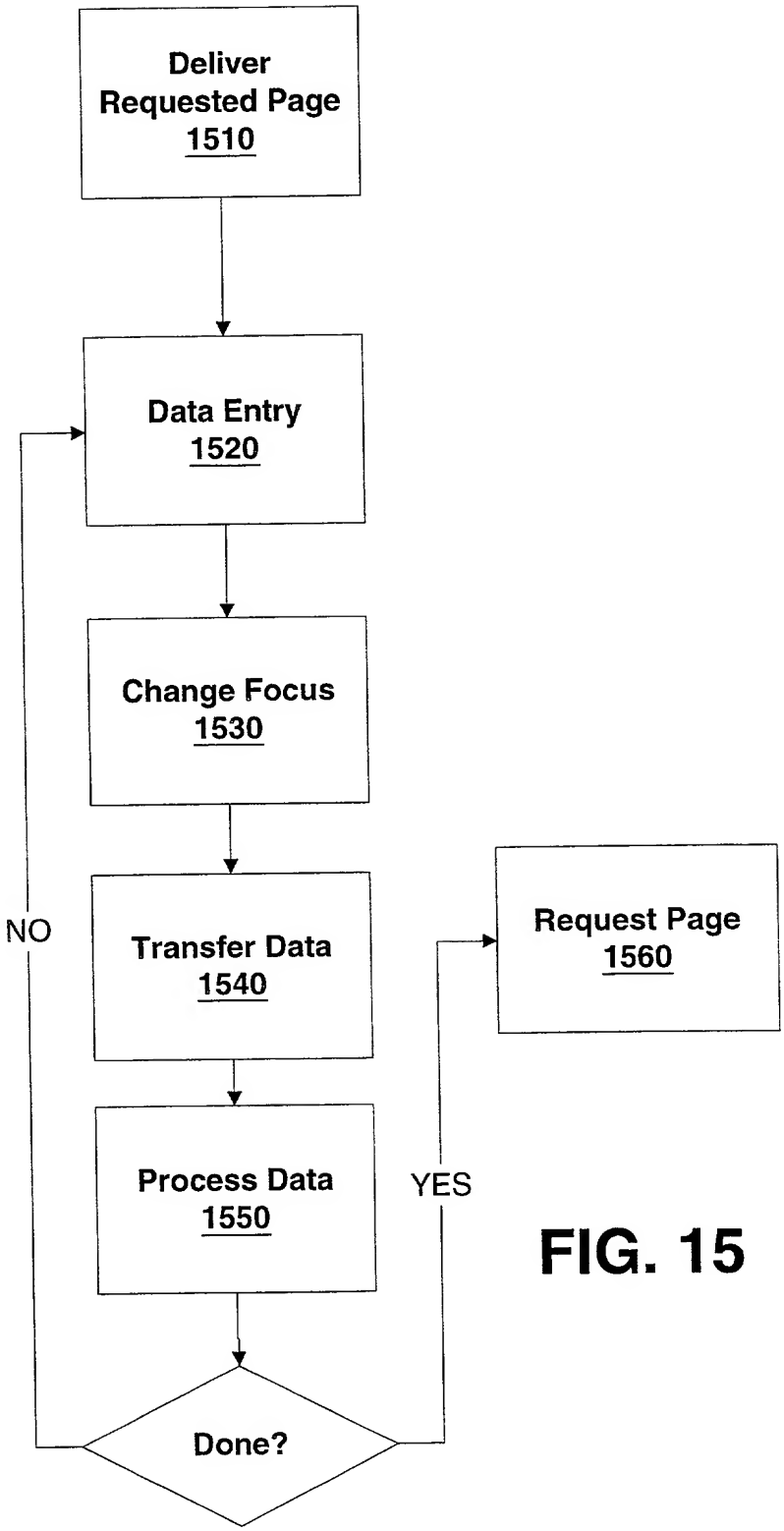

Deliver Requested Page 1510
Data Entry 1520
Change Focus 1530
Transfer Data 1540
Process Data 1550
Done?
NO
YES
Request Page 1560

FIG. 15

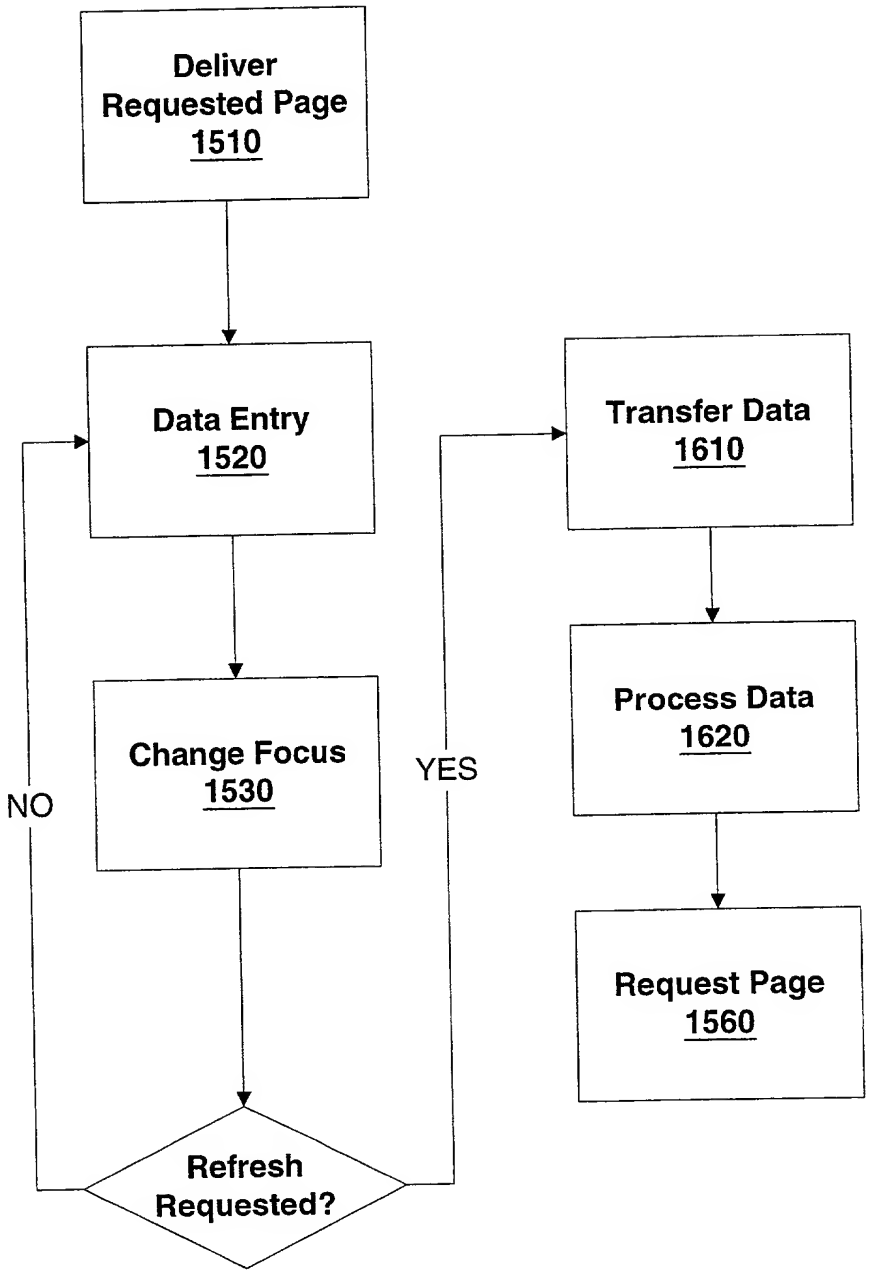

Deliver Requested Page 1510
Data Entry 1520
Change Focus 1530
Refresh Requested?
NO
YES
Transfer Data 1610
Process Data 1620
Request Page 1560

FIG. 16

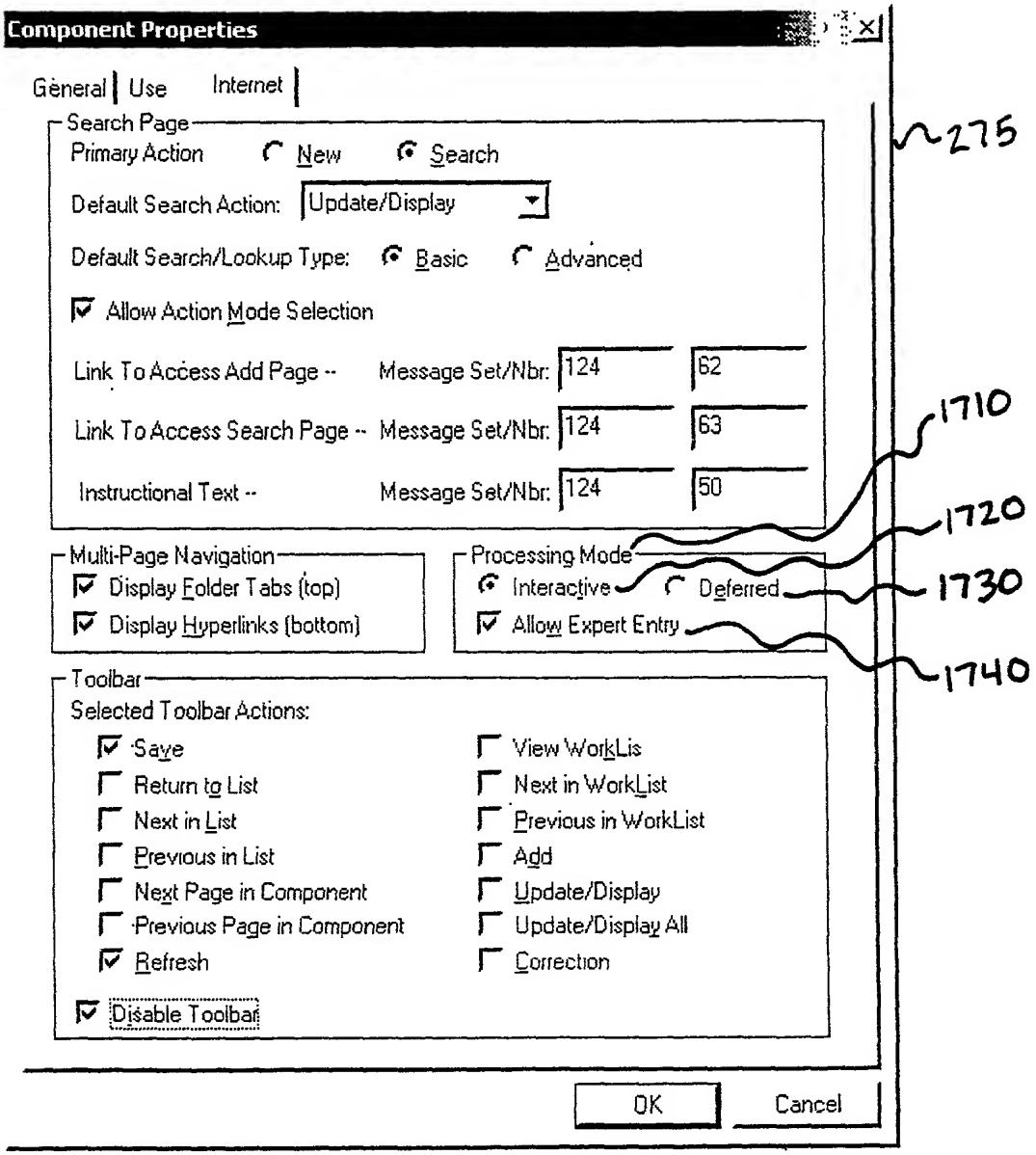


Fig. 17A

Docket No. 15-2-2301

Docket Snapshot

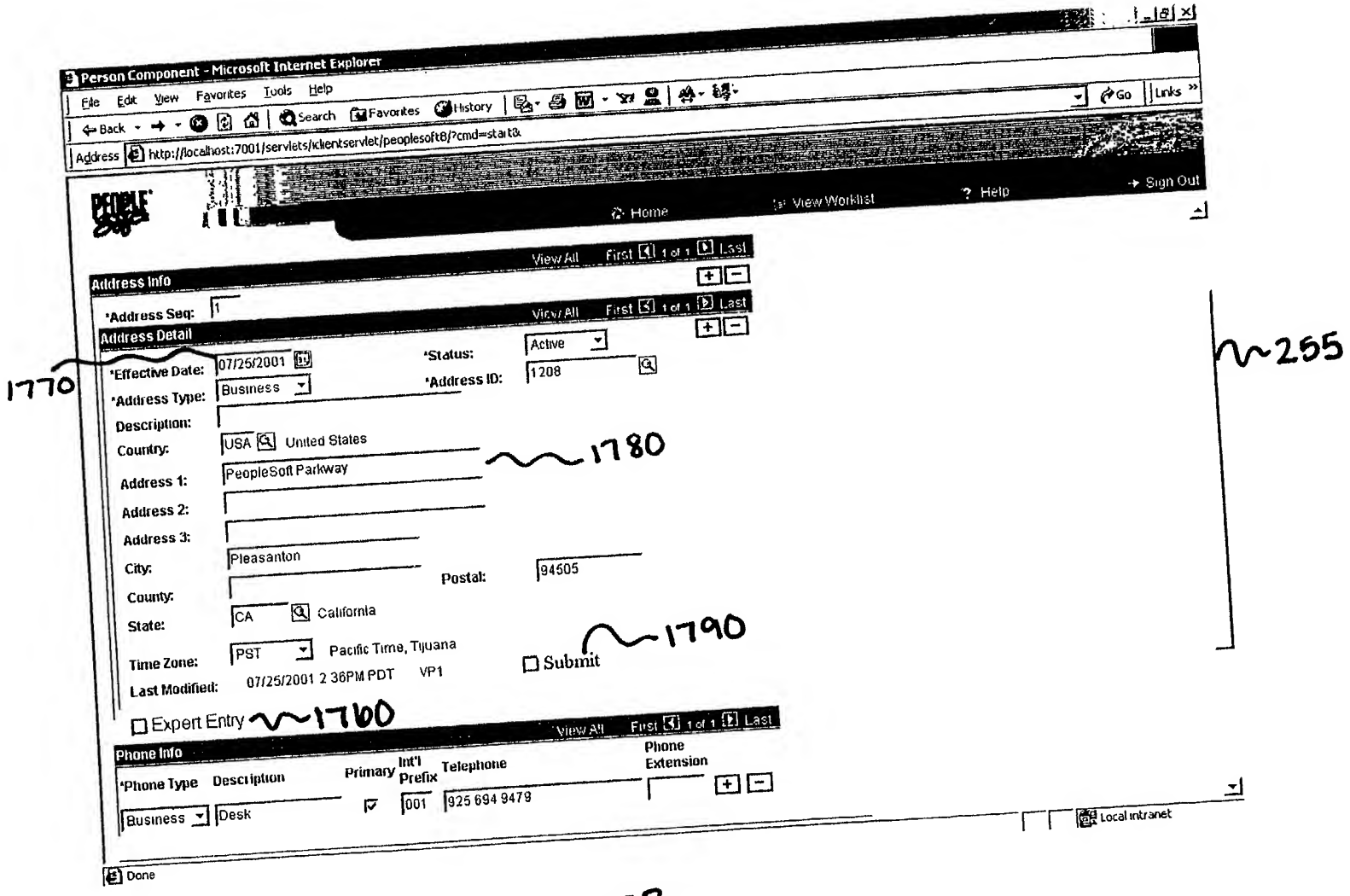


FIG. 17B